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Contact: Carrie Cason
Email: ccason@westfield.in.gov
Phone: 317-896-5452
Cell: 317-664-1840
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Westfield Creates One-of-a Kind Communication Systems

WESTFIELD, IN - The City of Westfield announced today that they have instituted a sophisticated program designed for residents to capture a picture via their cell camera and email it directly to the City's work order system. Research has shown that this type of program is the first of its kind in the United States and the only similar program is in Britain.

The program is titled *Eyes at Westfield* and the email address for the program is eyes@westfield.in.gov. Residents can email any picture to this address and it will be sent and assigned to city personnel. *Eyes at Westfield* was created by the City's Informatics Department. "The Department's goal is to advance a more sophisticated use of technology, geographic information, and business practices into the city's strategic operations," says Mark Goshorn, Informatics staff member. "This is an excellent example of combining the traditional roles of government, the emerging areas of mobile data and geographic information, and the ease of building business systems in Microsoft SharePoint," says Leane Welsh, another Informatics staff member.

The system has been in place for approximately 60 days and has been utilized by only city employees. "This is a simple way for local residents to communicate with the City in a resourceful and efficient manner," says Westfield Mayor Andy Cook. "Our goal is to make it easy for residents to communicate with us, and this technology is allowing us to move closer to achieving that goal," says Cook.

If a resident would like to report something using *Eyes at Westfield*, simply take a picture of the particular instance and email it to eyes@westfield.in.gov. The City will review it, and respond directly to the sender within 48 hours.

For additional information, please contact me at the above listed numbers.

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